

INTERNATIONAL STUDENT HANDBOOK



Welcome to the Australian Global Institute!

The Australian Global Institute (AGI) team is proud to welcome you on board. We trust that you will find your time with us both challenging, rewarding, and enjoyable.

Our aim is to equip you with the knowledge, skills, and confidence you need to kick-start your career—whether by entering the workforce, upskilling, re-entering the workforce, or creating a pathway to further study.

To learn more about our vision, mission, values, and goals, please visit the “About Us” page on our website.

We strive to provide you with a first-class experience based on up-to-date practices and skills used in the workplace and community. You will be supported by an experienced, industry-qualified trainer, along with the resources needed to help you achieve your nationally recognised qualification.

During your time with us, you will be exposed to a variety of experiences and challenges. The course offers a balanced mix of theory and practical skills training, as well as opportunities to build your confidence and motivation in preparation for a competitive job market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. If you have any questions not covered, you are welcome to contact us for further information.

The quality of your experience at the Australian Global Institute (AGI) depends largely on your motivation and commitment. We believe we have created an ideal learning environment—embrace the challenge, and we will do our very best to ensure your experience exceeds your expectations.

All the best in your training endeavours!!

Paul H. and the AGI team

Life in Australia

Facilities and Resources

At our training delivery locations, you will find:

- Classrooms equipped with appropriate training aids and resources
- Computers with internet access and access to the learning management system (student portal)
- Access to the student library and relevant unit learning material
- Access to fully equipped training kitchens suitable for practical cookery and hospitality training
- Access to facilities and equipment required to support training and assessment activities
- Access to industry-relevant equipment, tools, and resources (where applicable)
- Relevant safety, hygiene, and personal protective equipment in line with industry standards
- Relevant emergency and safety equipment



Emergency Procedures

All our training delivery locations have evacuation plans to deal with emergency situations such as fire. This information is displayed within the facilities and the procedures to follow will be covered with you during the orientation session.

If you hear the Fire Alarm Bell, the following applies:

- Remain calm
- If in class, follow your trainer's instructions
- When told to do so, move with your class or group to your designated assembly area and stay there for a roll call
- Do not wander off to collect personal belongings from lockers or classrooms
- If you are not in class, go to the nearest safe assembly area
- Remain in the area where you have assembled until you are told by staff that you may leave
- In case of emergency, students should contact emergency services on 000 and notify AGI as soon as possible.

First aid

If you are injured and require assistance, report to your trainer immediately. Students are not permitted to use First Aid facilities or boxes and/or self-administer pain medication without prior permission.

Critical Incidents

If you encounter a critical incident during your time as a student with AGI, we will implement procedures we have in place to ensure your safety and provide you with the information to seek assistance and report an incident that significantly impacts on your wellbeing.

A critical Incident is defined as:

A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Examples of events which may be deemed critical incidents include

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, physical, sexual or other abuse
- Other non-life-threatening events

We have procedures in place to manage critical incidents to make sure that you remain safe, that support is offered to you and that the matter is properly dealt with by appropriate authorities.

Living Costs

The average international student in Australia spends about \$470 per week on accommodation, food, clothing, entertainment, transport and telephone. The cost of living in the cities of AGI campuses vary according to your lifestyle. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle. When you are structuring your budget also take into account the following:

- tuition fees
- health insurance
- working while you study

Accommodation

Being comfortable in your living arrangements is important. Accommodation options in Australia vary depending on location, lifestyle, and budget. Generally, accommodation closer to city centres or popular areas may be more expensive.

AGI can provide general information and referral assistance to help you find suitable accommodation near your campus. Students are encouraged to

arrange their accommodation prior to arrival in Australia, either independently or through an education agent, to ensure a smooth transition.

There are three main types of accommodation to consider:

- *Homestay*: live with an Australian family for a supportive, cultural experience.
- *Student apartments or shared housing*: ideal for independence and meeting other students.
- *Private rental*: Suitable for students who prefer their own private accommodation.

There is a wide variety of accommodation options available across Australia. For more information about availability and pricing, you may wish to visit the following websites:

www.rooms4rent.com.au

www.realestate.com.au

www.flatmates.com.au

www.gumtree.com.au



Student support staff are available to assist you with general information if you have any concerns regarding your accommodation arrangements or if you wish to explore alternative options.

Please note: AGI does not own, manage, or take responsibility for any accommodation arrangements. All agreements are made directly between the student and the accommodation provider.

Transport

Brisbane has a well-developed public transport system, including buses, trains, and ferries, operated by TransLink. These services provide convenient access to the city, surrounding suburbs, and nearby regions such as the Gold Coast and Sunshine Coast, as well as Brisbane Airport.

To use public transport in Brisbane, students can use a **go card** or contactless payment (such as a debit/credit card or mobile payment). Go cards can be purchased and topped up at train stations, selected retailers (such as convenience stores), or online.

Public transport fares are set by the Queensland Government and may change over time. Students should refer to the official TransLink website for the most up-to-date information on fares and payment options.

Concession fares may be available for eligible students. Eligibility criteria and application processes can be found on the TransLink website.

For more information, please visit:

<https://translink.com.au>

Driving

You can use your home country driving licence; however, you must carry an official translation. You can also use an International Drivers Licence. Always

refer to the Queensland Driver's Guide for traffic rules, you can purchase one at a newspaper shop.

Banking

You can apply for a bank account online or at any branch. You are likely to need your passport and proof of address. Ask Student Care for a letter of enrolment with your address. Remember to close your bank account before you return to your country. Try to open a free bank account to save on bank fees.

Visa

Overseas students on student visas have the responsibility to:

- Maintain enrolment in a registered course
- Comply with all visa conditions set by the Department of Home Affairs.
- Maintain valid Overseas Student Health Cover (OSHC) for the period of their stay.
- Maintain satisfactory course progress and attendance
- Meet the terms of the written agreement with their education provider.
- Inform their institution and the Department of Home Affairs if they change their address.
- Maintain satisfactory course progress and attendance.
- If they are under 18, maintain approved accommodation, support and general welfare arrangements.

AGI is required to report certain changes in student enrolment via PRISMS (Provider Registration and International Student Management System). This includes unsatisfactory course progress, enrolment cancellations, and changes to enrolment status. Students will be notified and provided the opportunity to appeal before any report is made.

More Information here: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#About>

Monitoring Course Progress and Intervention Strategy

AGI monitors student course progress at the end of each study period. A student is considered at risk of unsatisfactory course progress where they have not successfully completed at least 50% of the units in a study period.

Where a student is identified as at risk, AGI will implement a documented intervention strategy, which may include academic support, counselling, adjusted study plans, or additional training support.

Students will be formally notified in writing and required to attend an intervention meeting.

Where a student continues to not meet course progress requirements for two consecutive study periods, AGI will issue a Notice of Intention to Report (NOITR). Students will have 20 working days to access the complaints and appeals process before any report is made.

AGI will only report students via PRISMS after all internal appeals processes have been completed

AGI monitors course progress in accordance with National Code Standard 8. Attendance is monitored where required by course structure or visa conditions.



PRISMS

The Australian Global Institute (AGI) operates in accordance with the **Education Services for Overseas Students (ESOS) Act 2000** and the **National Code of Practice for Providers of Education and Training to Overseas Students 2018**.

AGI is required to monitor student compliance with visa conditions. If a student does not meet course progress or attendance requirements, AGI may be required to report the student to the Department of Home Affairs through the **Provider Registration and International Student Management System (PRISMS)**. Reporting a student may affect their student visa status.

Students will be informed in writing and given the opportunity to access the complaints and appeals process before any reporting occurs.

For more information about the ESOS framework, visit:

<https://www.education.gov.au/esos-framework>

Health (Overseas Student Health Cover - OSHC)

Overseas Student Health Cover (OSHC) is a compulsory health insurance for international students and any accompanying family members for the duration of their stay in Australia. Students must maintain valid OSHC for the entire period of their student visa. Students are required to provide evidence of their OSHC policy to AGI prior to course commencement and to ensure that their cover remains current at all times.

It is the student's responsibility to renew their OSHC policy before it expires and to provide updated policy details to AGI.

AGI can assist students in arranging OSHC if requested during the enrolment process. Any applicable administration fees will be outlined in the written agreement prior to enrolment. An administration fee of \$200 is charged when the OSHC is arranged. This must be paid at the time the insurance is arranged.

If a student fails to maintain valid OSHC, this may result in a breach of student visa conditions.

Further information about OSHC, including coverage and costs, is available at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

OSHC generally assists with the cost of medical and hospital care while in Australia. Students should check with their OSHC provider for details of what is included in their policy, as some services (such as dental, optical, or other treatments) may require additional cover.

Working while Studying

International students must comply with the conditions of their student visa when working in Australia.

- Student visa holders are permitted to work in accordance with visa conditions set by the Department of Home Affairs. In most cases, students can commence work after their course has started.
- Students are generally limited to working **48 hours per fortnight** while their course is in session, and may work unrestricted hours during scheduled course breaks.
- A fortnight is a 14-day period starting on a Monday and ending on the Sunday of the following week.
- Students are required to obtain a **Tax File Number (TFN)** to work in Australia. Without a TFN, a higher rate of tax may be applied.
- Work conditions and limits may change, so students should always refer to the Department of Home Affairs website for the most up-to-date information:
<https://immi.homeaffairs.gov.au>

Workplace rights

All people working in Australia, including workers from overseas, are entitled to basic rights and protections in the workplace. Remember: unpaid and underpaid work is illegal. If you believe you are not being treated fairly by your

employer you can contact the Fair Work Ombudsman to lodge a complaint or seek information. (Contact the Translating and Interpreting Service (TIS) on 131 450 for the cost of a local call 24 hours a day seven days a week if you need help communicating in English).

Student Welfare Referrals Contact List

AGI is committed to supporting your wellbeing during your studies in Australia. While we aim to provide a positive and rewarding learning experience, we understand that you may encounter personal or unexpected challenges during your time away from home.

AGI can provide general information and direct students to appropriate external support services, including professional counselling and community support organisations.

Students who require assistance are encouraged to contact AGI administration staff during business hours to discuss available support options.

External Support Services

Emergency Services

Phone: 000

(Police, Fire, Ambulance – available 24/7)

Lifeline (Crisis Support)

Phone: 13 11 14

Website: www.lifeline.org.au

(24/7 crisis counselling and support)

Beyond Blue (Mental Health Support)

Phone: 1300 22 4636

Website: www.beyondblue.org.au

Overseas Students Ombudsman (OSO)

Phone: 1300 362 072

Website: www.ombudsman.gov.au

(Complaints about education providers)

Telephones

When you arrive in Australia, you may need to purchase a local SIM card to access mobile phone services. There are several telecommunications providers available, including Telstra, Optus, Vodafone, and others. SIM cards and mobile plans can be purchased at airports, shopping centres, and retail stores.

Some providers offer plans that include international calling options. Students are encouraged to compare plans to find one that best suits their needs.

- To make international phone calls:
Dial – international access code (0011) + the country code + the area code (if required) + phone number.
- To make local phone calls:
Dial the area code (if required) + phone number

Safety in Australia

While Australia is generally a safe country, it is important to take reasonable precautions to ensure your personal safety.

Some general safety tips include:

- Stay in well-lit and populated areas, especially at night
- Travel with friends or in groups where possible
- Inform someone of your plans and expected return time
- Remain aware of your surroundings at all times

Taxi safety

When using taxis or rideshare services, consider the following safety tips:

Book a taxi from inside the venue before you leave.

- Use licensed taxis or reputable rideshare services
- Use designated taxi ranks where available
- If waiting for transport, remain in a well-lit area with other people nearby
- Share your trip details with a friend or family member where possible



College Information

The Australian Global Institute (AGI) has been delivering nationally recognised training for over 15 years within the Australian vocational education and training (VET) framework. Training is delivered across Queensland to support students in developing skills and knowledge relevant to their chosen industry.

AGI's trainers and assessors are appropriately qualified and have relevant industry experience. Training and assessment are delivered using AGI-developed resources through an online learning system designed to support student engagement and access to materials.

AGI monitors its training and assessment services to ensure they meet regulatory and quality standards. All qualifications and statements of attainment are issued by AGI in accordance with national requirements.

Where training is delivered through third-party arrangements (such as schools), AGI ensures that these arrangements are managed under formal agreements and comply with regulatory and quality standards.

Training Delivery Locations

Training delivery locations may vary depending on the course and cohort.

Current delivery includes:

- Brisbane

AGI's main office and training facility is located at:

17–19 Mount Gravatt Capalaba Road, Upper Mount Gravatt QLD

This location is within walking distance of public transport, shopping facilities, and local services.

Course information

All prospective students are encouraged to access AGI website to obtain information on courses available and entry requirements. In the course information page for each qualification, you will find:

- Description of qualification
- Course outcomes
- Duration and cost
- Units of competency
- Modes of delivery
- Entry requirements

Please refer to our website for up-to-date information and contact us if you have additional questions.

Enrolment

AGI is committed to ensuring that the application and enrolment process is fair, equitable, transparent, and compliant with relevant government, industry, and legislative requirements. This enables students to make informed decisions about their training, assessment, and future pathways.

Our policy ensures:

- Eligibility criteria and entry requirements are clearly outlined in all marketing material.

- AGI will ensure that marketing of training services is professional, accurate and maintains the integrity of the VET sector.
- AGI is an equal opportunity provider and shall ensure that all applicants seeking admission will be treated fairly and equitably.
- AGI will observe an open, fair and transparent admission procedure based on clearly defined criteria to assess whether a student's qualifications, experience and English language proficiency are appropriate to meet qualification requirements.
- Prospective students are informed about fees, payment terms, training and assessment arrangements, available support services, and their rights and obligations prior to enrolment
- Students are provided with information about potential educational and employment pathways, as well as options for credit transfer and Recognition of Prior Learning (RPL)
- An assessment of each student's current skills and knowledge is conducted prior to commencement to identify any individual learning needs and appropriate support
- All students are informed of the requirement to obtain a Unique Student Identifier (USI), where applicable



Fees

The fees and charges for international students will depend on the qualification and duration of the course.

All fees are clearly outlined in the **written agreement** provided to students prior to enrolment. This includes:

- Tuition fees
- Non-tuition fees (such as enrolment or material fees, where applicable)
- Payment terms and schedule

Students are required to pay fees in accordance with the agreed payment schedule outlined in their written agreement.

AGI does not require students to pay more than 50% of the total tuition fees before the course commences. However, students may choose to pay more than this amount if they wish.

Students will not be required to pay any remaining tuition fees until after the course has commenced.

Additional Costs

In addition to tuition fees, students may incur other costs, including but not limited to:

- Overseas Student Health Cover (OSHC)
- Textbooks and learning materials (if applicable)
- Uniforms or equipment (if required)
- Living expenses and accommodation
- Transport costs

Students are responsible for all additional costs associated with their studies.

Detailed and up-to-date information about fees is available on the AGI website and will be confirmed prior to enrolment.

Written Agreement Priority

The Written Agreement is a legally binding contract between the student and AGI. In the event of any inconsistency, the Written Agreement takes precedence over this handbook and any marketing materials.

Recognition of Prior Learning

A base RPL fee is applicable for the units that are assessed and approved for granting RPL, with additional units required to complete the qualification to be charged an additional fee per unit. Contact AGI for further information on RPL fees and procedure.

Refunds and Cancellations

AGI is committed to fulfilling all obligations as a responsible industry leader and will ensure that all fees and refund, and cancellation policies are made known to all prospective students prior to enrolment and prior to receiving any payment from the students. The intent of this policy is to clearly communicate the refund policy and cancellation procedure before enrolment so the students can make informed decisions.



1. AGI Responsibilities

- Treat all refund applications equally and fairly on a case-by-case basis.
- All decisions will take into account educational disadvantage and hardship experienced by the student.
- AGI will have an appointed “review officer” to undertake reviews of decisions if required.

2. Initial Discussion - Pre-Enrolment

Prior to enrolment students will have access to the refund and cancellation procedures so they can make informed decisions.

3. Withdrawal or Cancellation from a Course of Study

A. A student who wishes to withdraw from a course must do so in writing.

The student must include the following information:

- Student's Name, Address and Contact details
- Course of study being undertaken
- Reasons for cancellation.

B. All cancellation requests must be emailed to admin@agi.edu.au

C. Students may be subject to cancellation of enrolment where they do not commence their course or do not engage with their studies. In such cases, AGI will provide written notice of intention to cancel enrolment and provide the student with 20 working days to access the complaints and appeals process before any final decision is made.

4. Refunds for students who are eligible for Certificate 3 Guarantee funding (Co-contribution fee)

- A student who wishes to withdraw from a course before the commencement date will have 100% of the co-contribution fees refunded upon written notification of cancellation.

- A student who wishes to withdraw from a course after the commencement date will receive a refund of the co-contribution fee for any units not commenced before written notification of cancellation.

5. Refunds for Students who are Fee for Service

- A student who wishes to withdraw from a course before the commencement date will have 90% of the tuition fees refunded.
- A student who wishes to withdraw from a course after commencement refund eligibility will be assessed in accordance with this policy and the ESOS Act.
- Students who are cancelled as per procedure 3.3 (above). Refunds in these circumstances will be assessed in accordance with this policy and the ESOS Act.
- Application fees are non-refundable.
- In cases of hardship or other circumstances beyond the control of the student, a decision will be made on a case-by-case basis.

6. Refund for services not provided

If AGI cancels a course (except in the circumstances outlined in procedure 3.3 above), students are entitled to a refund without written application, and the following will apply:

- Full refund: If AGI cancels a program before it commences, a full refund of tuition and non-tuition fees will be made within 2 weeks of the course being cancelled.
- Pro Rata (during the course): If AGI is unable to complete a program once it has started but before it is complete, a refund of any unused portion of the tuition fees paid in advance will be made within 2 weeks of the date the course stopped being provided.

7. Payment of Refunds

- Students applying for a refund must complete the cancellation/refund request form available from administration and email it to admin@agi.edu.au
- Student refunds will be paid within 28 days of written notice of refund.

In the unlikely event that AGI is unable to deliver your course, the Tuition Protection Service (TPS) may assist you.

For more information, visit: <https://www.education.gov.au/tps>

Deferral, Suspension and Cancellation of Enrolment

Deferral refers to delaying the commencement of a course. Suspension refers to a temporary pause in studies after commencement. Cancellation refers to the termination of enrolment.

Students may apply to defer or suspend their studies in compassionate or compelling circumstances. These may include serious illness, bereavement, major personal hardship, or other circumstances beyond the student's control.

AGI may also initiate suspension or cancellation of enrolment where a student breaches visa conditions, fails to meet course progress requirements, or engages in misconduct.

In all cases, students will be notified in writing of AGI's intention to defer, suspend or cancel their enrolment and will be provided with 20 working days to access the complaints and appeals process before any action is taken.

All deferrals, suspensions and cancellations will be recorded in PRISMS as required under ESOS legislation.

Students are advised that deferment, suspension or cancellation of enrolment may affect their student visa.

Recognition

AGI will recognise the qualifications and statements of attainment issued by other RTO's. If you have completed prior training with another training provider and wish to seek recognition for existing units of competency, you will need to provide evidence such as a statement of attainment, academic transcript or statement of results from your previous training (see Credit Transfer below).

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the formal acknowledgement of the skills, abilities and knowledge that applicants might have obtained as a result of their work and life experience/s, previous training and/or formal education.

Should you wish to seek RPL, you must provide sufficient evidence of existing knowledge and skills. In addition, you will also undertake a formal assessment process consisting of a conversation (wherein you respond to a series of questions related to the units of competency for which you are seeking credit), challenge testing and the collection of third-party testimonials or references from employers.

Credit Transfer

The concept of CT applies nationally, and refers to the acceptance of AGI, as per its Standards for RTO's compliance requirements, to recognise all nationally recognised qualifications and statements of attainment issued by other RTOs. This process thereby enables individuals to receive national recognition of their achievements. Credit transfer cannot be granted without substantiation such as a copy of a statement of attainment, academic transcript or statement of results from the training provider. This document will be retained on your student file as evidence of your achievement of the units against which AGI will be issuing a qualification.

Transfer Between Registered Providers

AGI will not enrol a student transferring from another provider prior to the student completing six months of their principal course, except in accordance with National Code requirements.

Students wishing to transfer to another provider must apply in writing and provide a valid Letter of Offer from the receiving provider.

AGI will assess all requests and will not charge a fee for assessing a release request.

A request for transfer may be refused where it is considered detrimental to the student, including where the student is attempting to avoid academic intervention or has not engaged with support services.

Students will be notified in writing of the outcome of their request and their right to appeal the decision.

Where a release is granted, AGI will record the outcome in PRISMS.

Code of Practice

Governance

As a Registered Training Organisation (RTO), AGI operates in accordance with the **Standards for RTOs 2015** and the VET Quality Framework. AGI is committed to maintaining compliance with all regulatory requirements to ensure the delivery of quality training and assessment services.

Interaction with Registering Bodies

AGI participates in monitoring and audit processes as required by the Australian Skills Quality Authority (ASQA) and other relevant authorities. AGI provides accurate, timely, and relevant information and ensures that records are maintained to demonstrate ongoing compliance.

Compliance with Legislation

AGI complies with all relevant Commonwealth and State legislation applicable to its operations. Staff and students are informed of their responsibilities under applicable laws and regulations.

Insurance

AGI maintains appropriate insurance coverage, including public liability, professional indemnity, and WorkCover, in accordance with regulatory requirements.

Financial Management

AGI ensures that it has procedures in place to protect fees paid in advance and implements a fair and reasonable refund policy. AGI commits to ensuring that its accounts are certified by a qualified accountant at least annually, and makes the certificate of accounts available to the relevant registering authority upon request.

Certification & Issuing of Statements of Attainment

AGI ensures that people assessed as competent in accordance with the requirements of a Training Package or accredited course will be issued a qualification or statement of attainment. All qualifications or statements of attainment issued will meet the requirements of the Standards for RTO's, issued within 30 calendar days and will include AGI's national provider number and the Nationally Recognised Training (NRT) Logo. Records of learner's qualifications and statements of attainment are kept for a period of 30 years.

Recognition of Qualifications Issued by Other RTOs

AGI recognises all Nationally recognised qualifications and statements of attainment issued by other training providers.

Accuracy & Integrity of Marketing

AGI ensures that its marketing and advertising of nationally recognised qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

Training Package Transition

AGI ensures that it has processes in place to manage the transition from superseded Training Packages within 12 months of their publication. Processes to ensure the transition from superseded accredited courses are also implemented.

Continuous Improvement

AGI has a commitment to providing quality products/services with a focus on continuous improvement. We value feedback from students, clients, employees and industry in regards to opportunities for business development and growth. We carefully review the results of our external government audits and put processes in place to ensure we remain compliant at all times. Internal audits are also an important part of our policies and procedures to ensure we meet government requirements.

Sanctions

AGI will honour all guarantees outlined in this Code of Practice. We understand that if we do not satisfy the obligations set out in this code or any of the supporting legislative/regulatory requirements, we may have our registration withdrawn.



Access, Equity & Diversity Policy

The Access, Equity and Diversity Policy ensures that the principles of equity for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

AGI will provide opportunities for all people to participate in the VET system, and in any other associated decisions that will affect their lives. Appropriate student support services will be provided to maximise the chances of under-represented students achieving positive outcomes and placement/employment in their chosen career.

To maintain this policy AGI will:

- Ensure the establishment of non-discriminatory student selection procedures that encourage fair access for all people, including members of under-represented groups;
- Ensure the requirements of individual students are accounted for in the strategic and operational planning process;
- Provide students with the opportunity to be involved in the planning and decision-making processes in regards to matters that directly affect them;
- Provide training programs and services that are accessible to all people in an environment that is free from discrimination and harassment;
- Seek to provide access to a broad range of high-quality support services that account for AGI's diversity of students and the needs of people from under-represented groups;
- Seek to provide opportunities for all people to achieve outcomes that meet their personal goals; and
- Provide opportunities for employee professional development to assist those who deliver training, assessment and administrative services to people from under-represented groups.

AGI recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to

legislative imperatives. Fair and equitable access to VET can assist all Queenslanders to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism by which AGI demonstrates its commitment to the following State and Federal equity legislation and policy requirements:

- Disability Discrimination Act (1992)
- Sex Discrimination Act (1984)
- Racial Discrimination Act (1975)
- National Strategy for the Education of Aboriginal & Torres Strait Islander People (1996-2002)
- Anti-Discrimination Act (1991)
- Multicultural Queensland Policy (1998)

Equity

Equity means 'fairness'. In the context of VET, equity ensures that all people are provided with the opportunity to access, participate and successfully achieve outcomes. Underpinning the principles of equity is the recognition by AGI that:

- People may identify with more than one equity group;
- There may be differences within and between equity groups;
- Each equity group does not experience the same type of disadvantage; and

There remain many common systemic barriers for equity groups

Diversity

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- Prior educational experience;
- Cultural diversity;
- Language and/or learning styles;
- Goals and expectations;
- Motivation;
- Work and social experiences;
- Gender;
- Values and beliefs;
- Religion;
- Income;
- Age; and
- Geographic location.

This policy aims to address the requirements of all potential and actual students seeking to participate in training with AGI, including specific equity groups such as:

- Indigenous Australians;
- People with a disability;
- People from non-English speaking backgrounds;
- People with language, literacy and numeracy difficulties; and
- Residents of rural and remote communities.

Beyond these groups, and in further recognition of diversity, AGI also aims to respond to the needs of local community groups including:

- Young and mature age people;
- People in transition from institutions;
- People who are socioeconomically disadvantaged; and
- People with family responsibilities.

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of AGI's planning and operations. This may be

demonstrated by the development and implementation of strategies for specific equity groups as required by National and State agendas. Where such strategies do not exist, the diversity of student's needs may be addressed through planning areas such as:

- Resource allocations
- Support personnel
- Staff training
- Product development and delivery;
- Marketing and promotion; and
- Research

All staff employed by AGI are responsible for upholding the access and equity requirements set out in this policy. AGI will periodically monitor and review its access and equity performance in order to:

- Ensure compliance with national and state legislation and policies;
- Meet national and state reporting requirements; and
- Modify and improve its performance to better achieve access, equity and diversity objectives.



Language Literacy and Numeracy Considerations

In order for AGI to provide you with the best possible training and assessment, it is important that we understand your learning style so that, where necessary, learning and assessment activities can be adjusted to suit your needs and relevant support offered if necessary.

When completing your enrolment form, you may be asked to complete a LLN test. This will determine your existing levels of LLN and provide AGI with valuable information that we can use to support your learning.

Student Support, Welfare and Guidance Services

While AGI does not have qualified internal staff capable of offering professional welfare and guidance services, we will work with you to accommodate and refer you to relevant professional services you may need (refer to list below-end of document). Academic assistance is available to students, trainers can provide direct training and assessment support. AGI administration team will provide other related program support including enrolment and systems assistance. Contact your trainer or AGI office for more information. Study Support staff can help you to study more effectively and develop your skills in:

- Writing (essays and reports)
- Study techniques
- Goal setting
- Grammar and spelling
- Time organisation
- Creating an effective study environment
- Academic learning
- Exam preparation

Flexible Learning and Assessment Methodologies and Strategies

AGI is committed to providing the best possible learning environment for all staff and participants to achieve the outcomes sought by the industry. Therefore, the trainers will work with industry and students to ensure that the needs of each individual student are met and training is delivered in a manner that suits their learning style (as much as is practically possible).

Generic learning and assessment methodologies can be contextualised/customised to suit the learning style, working environment and the needs of industry and employers.

Depending on the qualification you are undertaking, learning options available may consist of:

- Traditional classroom learning
- Online learning
- Practical on-site activities

Assessment methodologies may consist of:

- Written and/or oral questions
- Direct observation of skills on-site
- Project work
- Examinations
- Assignments

Further information on the learning and assessment methodologies and strategies are provided during the orientation session.

Plagiarism and Cheating

Plagiarism is defined as stealing and passing off the ideas and words of another as your own. This source may be written, oral or electronic, and includes

copying/ pasting from books, journals, newspapers, the internet and the retrieval of research papers from the Internet.

Cheating is defined as submitting work done by someone else as your own. It includes copying another student's work (with or without his/her knowledge) and handing it in as your own.

To avoid plagiarism and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the work

Students who submit work that is plagiarised or is the work of another person (cheating) will face disciplinary procedures.

Discipline

All staff and participants are expected to behave in a responsible manner and in accordance with AGI policies and procedures and Code of Conduct. Inappropriate behaviour that may cause harm to fellow students or staff of AGI or disrupt the learning process, may result in suspension, expulsion or dismissal. Disciplinary action of AGI may include verbal warnings, written warnings and finally suspension or expulsion.

Your General Rights and Responsibilities

AGI has an important role in providing vocational training and learning opportunities and takes seriously its responsibility to provide a duty of care to all students. All students are expected to abide by the Code of Conduct. When you are accepted into a training program at AGI, you enter into an agreement with the institute that you will abide by all regulations, including the Code of Conduct, which outlines your rights and responsibilities as a student.

You have a Right to:

- Be treated fairly and with respect by teachers, other staff and students
- Learn in an environment free from discrimination and harassment
- Learn and work in an environment free of hazards
- Pursue your educational goals in a supportive, stimulating, clean environment
- Have records and personal information stored and maintained in a confidential, secure and professional manner
- Get regular information about assessment procedures and your progress in the training program
- Have complaints dealt with fairly, promptly, confidently and without fear of retribution

Your responsibilities:

You must:

- Make truthful statements about your identity, financial and personal status, education and employment history
- Ensure that any details we hold about you, including where you live, contact number, email address and who to contact in an emergency situation, are kept up to date at all times. Any changes to this information must be advised within 7 days of the change using the “Change of Student particulars” form available from administration.
- Behave in a manner that will not bring yourself, AGI, your country, or partner providers into disrepute
- Treat people fairly and with respect
- Complete all assessment requirements by the due date
- Not disrupt other students in the course of their studies
- Provide encouragement and support to other students
- Follow all reasonable instructions given to you by your trainer or any staff member of the institute
- Follow AGI rules and conditions of enrolment



Complaints and Appeals

Complaints

All learners have the right to make a formal complaint regarding any systems, staff, training or processes provided by AGI. Should you feel that you have a genuine complaint with regard to our service we expect that you will communicate this to us to assist us in improving our processes, systems and customer service standards.

All complaints are to be submitted in writing using our “Complaints and/or Appeals form” available from administration and sent directly to admin@agi.edu.au . You will be asked to provide full relevant details of the complaint, including your name, address and contact numbers, so AGI can contact you if further clarification is required. It should be noted that AGI respects your right to privacy, and as such, all personal relevant details, including name and contact details, will remain confidential.

The complaint will be investigated internally, and you will be advised of the outcome in writing, normally within 14 working days from the date the

complaint was received. Where you are dissatisfied with the decision, you will be invited to a formal meeting to further discuss the issues and negotiate to reach a mutually acceptable outcome.

Appeals Against Academic Results

If you believe that you have received an unfair assessment result, you have the right to appeal.

In the first instance, you must approach your assessor to ascertain the circumstances of the assessment and why you believe that the result is incorrect. Where the assessor believes that the assessment result is not reflective of your level of competence, you will be given a further opportunity for assessment. However, where the assessor believes that the assessment decision was correct the decision will stand. If you are still dissatisfied, you will be required to lodge a formal written appeal using the “Complaints and/or Appeal form”.

This must be submitted as soon as possible after the decision is received and sent to admin@agi.edu.au.

AGI will invite you to a formal hearing where you will be given the opportunity to present further evidence to substantiate your appeal. Following this, AGI will send your formal confirmation in writing advising of the outcome of the appeals process and its decision. This should generally be received within 7 days of the decision.

Other Appeals

Where a student has appealed a decision or outcome of a formal complaint, they are required to notify AGI in writing within 20 working days of the Decision/ outcome being made and the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

You will be invited to attend a formal hearing where you will be given the opportunity to present your case and provide supporting evidence. Following this, AGI will send your formal confirmation in writing advising of the outcome of the appeals process and its decision. This should generally be received within 7 days of the decision. If the student is not satisfied with internal dispute resolution outcomes, external organisations will be sought to assist in resolution.

Where AGI considers more than 60 calendar days are required to process and finalise the complaint or appeal, AGI will:

- a) inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- b) regularly update the complainant or appellant on the progress of the matter.
- c) securely maintain records of all complaints and appeals and their outcomes; and
- d) Identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

External Appeals

If you are not satisfied with the outcome of AGI's internal complaints and appeals process, you may contact the Overseas Students Ombudsman (OSO). This is a free and independent service available to international students. Website: www.ombudsman.gov.au

Where a decision or outcome is in favour of the student, AGI shall follow the required action and recommendation from the Ombudsman to satisfy the student's complaint as soon as practicable.

The decision of this independent mediator is final and any further action the student wishes to take shall be referred to the appropriate government agencies.

External dispute resolution assistance is available with:

- Overseas Students Ombudsman (OSO) – www.ombudsman.gov.au
- Students may access this service at no cost if they are dissatisfied with the outcome of AGI's internal complaints process.
- Department of Justice, Attorney General, Queensland – Dispute Resolution Branch

Access to your Records

You may access your records where necessary at any time. Contact AGI for further information.

Your Privacy

AGI complies with the Australian Privacy Act 1988 in the following ways:

Collection	We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
Use and disclosure	Personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies.
Data quality	We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.

Security	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
Openness	We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
Access	The individual will be given access to the information held about them, at their request. This includes anything held on the participants file including assessment results and participation records.
Anonymity	Wherever possible, we will provide the opportunity for the individual to interact with them without having to identify themselves.
Sensitive Information	We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Additional Support Services

Where we are unable to meet some of your personal needs, we will support you by accessing the following services if they may be of assistance.

- Centrelink 132 490
- Mission Australia – Support enquiries 1800 88 88 68
- Salvation Army Care Line 13 72 58
- Life Line 131 114
- Kids Helpline 1800 55 1800
- Alcohol and Drug Information Service 1800 177 833

- Drug-Arm 1300 656 800
- Interpreting Service 131 450
- State wide Sexual Assault Helpline 1800 010 120
- Youth Accommodation support 1800 474 753

Should you require any further information on any topic outlined in this book, please contact the administration during business hours.

Commonwealth and State Legislation

All participants and staff of AGI are expected to comply with all relevant legislation at all times. Specific legislation in relation to your training will be included in your learning resources and assessment information.

- All Queensland legislation is available online at www.legislation.qld.gov.au.
- All Commonwealth legislation is available online at <https://www.legislation.gov.au>

Further Education and Training Act 2014

The Further Education and Training Act 2014 is in place to establish and support the continued development of high-quality vocational education and training to meet the needs of industry and the community including training organisations within Queensland.

Work Health and Safety Act 2011

The objective of the Work Health and Safety Act 2011 is to prevent or minimise a person's exposure to the risk of death, injury or illness being caused by a workplace or work activities.

The Act establishes a framework for placing obligations on persons for ensuring the health and safety of others, establishing regulations for industry and providing for the election of workplace health and safety representatives to oversee the implementation of safety provisions for employees and their clients.

Industrial Relations Act 2016

The objective of the Industrial Relations Act 2016 is to provide a framework that supports the rights and responsibilities of employers and employees by Preventing discrimination, harassment, and unfair treatment in the workplace, ensuring that wages provisions are provided to a fair standard and promoting equality of opportunity for all workers, regardless of gender, background, or personal circumstances.

Working with Children (Risk Management and Screening) Act 2000

The object of this the Commission for Children and Young People and Child Guardian Act 2000 is to establish the Commission for Children and Young People and Child Guardian to promote and protect the rights, interests and wellbeing of children in Queensland.

Copyright Act 1968

The Copyright Act 1968 aims to protect published work and eliminate the infringement of people to re-produce work without prior permission.

Privacy Act 1988

The Privacy Act regulates how personal information is collected, stored, used and disclosed

Anti-Discrimination Act 1991

The purpose of this Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation

Sex Discrimination Act 1984

An Act relating to discrimination on the ground of sex, marital status, pregnancy, potential pregnancy or family responsibilities or involving sexual harassment

Disability Discrimination Act 1992

An Act relating to discrimination on the grounds of disability

Fair Trading Act 1989

An Act to make provision with respect to unfair or undesirable trade practices, to regulate the supply of goods and services and to provide for consumer authorities.

